



COUNTY OF SAN DIEGO
Great Government Through the General Management System – Quality, Timeliness, Value
DEPARTMENT OF HUMAN RESOURCES

CLASS SPECIFICATION

CLASSIFIED

ANIMAL CONTROL DISPATCHER

Class No. 002778

■ CLASSIFICATION PURPOSE

Under general supervision, to receive, evaluate, and act upon emergency and non-emergency calls regarding animal control matters; and to perform related work.

■ DISTINGUISHING CHARACTERISTICS

This class is found only in the Department of Animal Services. An Animal Control Dispatcher is responsible for receiving and responding to emergency and routine telephone calls regarding animal control functions, rules, and regulations. The Animal Control Dispatcher differs from the Sheriff's Communications Dispatcher in that the latter receives and acts upon calls in the areas of law enforcement, fire, medical, and county operations.

■ FUNCTIONS

The examples of functions listed in the class specification(s) are representative but not necessarily exhaustive or descriptive of any one position in the class(es). Management is not precluded from assigning other related functions not listed herein if such duties are a logical assignment for the position.

Essential Functions:

1. Receives emergency and non-emergency telephone calls from the public and law enforcement agencies on animal control matters.
2. Elicits information from callers, evaluates telephone calls, and decides upon or takes proper action to resolve complaint or other animal control issue.
3. Interprets animal control ordinances, rules, regulations, and procedures.
4. Operates telephone, radio, and other applicable equipment to communicate instructions to Animal Control Officers in the field.
5. Tracks the location of Animal Control Officers; dispatches and assigns back-up assistance to officers or takes other appropriate actions to ensure the safety of officers.
6. Monitors security alarms.
7. Maintains records and logs.
8. Processes license forms.
9. Provide courteous, high quality service to members of the public by personally responding to requests for service or appropriate referral.

■ KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Techniques, procedures, and methods used in operating a public service communications or dispatch center.
- Basic animal control ordinances, rules, regulations, and procedures.
- Basic principles of human behavior.
- Geography of San Diego County, cities, and its environment.
- County customer service objectives and strategies.

Skills and Abilities to:

- Elicit from, and explain information effectively and accurately to a wide variety of callers including the public and law enforcement officials.
- Read, understand, and interpret ordinances, rules, regulations, and procedures.
- Effectively operate telephone, computer terminal, two-way radio system, and other applicable equipment.
- Accurately document multiple or emergency messages under pressure.
- Maintain records and logs.
- Communicate effectively with a variety of individuals representing diverse cultures and backgrounds and function calmly in stressful situations, which require a high degree of sensitivity, tact, and diplomacy.
- Treat County employees, representatives of outside agencies and members of the public with courtesy and respect.
- Assess the customer's immediate needs and ensure customer's receipt of needed services through personal service or referral.
- Provide prompt, efficient and responsive service.

■ EDUCATION/EXPERIENCE

Education, training, and/or experience that demonstrate possession of the knowledge, skills, and abilities listed above. Example of qualifying education/experience is six months of full-time experience as a dispatcher, telephone operator, or clerk responsible for receiving, evaluating, and responding to inquiries or complaints.

■ ESSENTIAL PHYSICAL CHARACTERISTICS

The physical characteristics described here are representative of those that must be met by an employee to successfully perform the essential functions of the classification(s). Reasonable accommodation may be made to enable an individual with qualified disabilities to perform the essential functions of a job, on a case-by-case basis.

Essential functions require maintaining physical condition necessary for sitting for prolonged period. Sufficient manual dexterity and hand-eye coordination are necessary to operate various office equipment such as telephone, computer, two-way radio system, and other applicable equipment.

■ SPECIAL NOTES, LICENSES, OR REQUIREMENTS

License

None Required.

Certification/Registration

None Required.

Working Conditions

Works under stressful conditions due to the volume and emergency nature of calls received. These calls may consist of inquiries, complaints, and/or demands from hostile or irate persons.

Works at various shifts, holidays, and weekends.

Background Investigation

Must have a reputation for honesty and trustworthiness. Misdemeanor and/or felony convictions may be disqualifying depending on type, number, severity, and recency. Prior to appointment, candidates will be subject to a background investigation.

Probationary Period

Incumbents appointed to permanent positions in this class shall serve a probationary period of 12 months (Civil Service Rule 4.2.5).

New: December 14, 1979

Revised: September 19, 2003

Reviewed: Spring 2004

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Animal Control Dispatcher (Class No. 002778)

Union Code: CL

Variable Entry: Y